

DTS Enterprise Incident Report

As of 2/1/2011

Agriculture and Food

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution		
	Low	Medium	FCR Total
Agriculture and Food	81	2	83
	62	0	62
Customer Company Total	81 62	2 0	83 62

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
Agriculture and Food	81	2	83
	5	0	5
Customer Company Total	81	2	83
	5	0	5

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	Medium	ATTIR Total
Agriculture and Food	81 0.24	2 0.24	83 0.24
Customer Company Total	81 0.24	2 0.24	83 0.24

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
Agriculture and Food	81 3	2 0	83 3
Customer Company Total	81 3	2 0	83 3

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
Agriculture and Food	81 0.72	2 0.48	83 0.72
Customer Company Total	81 0.72	2 0.48	83 0.72

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Detail

INC000000239944	Rebecca Nielsen Metro D Desktop Support	None Jon Hager	None Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000240220	Therese Aschkenase Voice/Data/WAN Services	Telecom Spencer Blodgett	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000240356	Noel McSpadden Jr Capitol Hosting	None Curtis Parker	None Agriculture and Food	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	11.00 11.00
INC000000240555	Delia Tracey Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Microsoft Access Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000240557	Thayne Mickelson Metro D Desktop Support	None Jon Hager	None Agriculture and Food	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.93 1.93
INC000000240559	Thayne Mickelson Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000240565	Larry Lewis Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000240569	Noel McSpadden Jr Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000240575	Taylor Payne Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Droid Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000241584	Therese Aschkenase Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000241587	Stephen Ogilvie Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	State Payroll System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000242345	Richard W Clark Help Desk	Application James Stearns	Password Agriculture and Food	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.30
INC000000242582	Kathleen Mathews Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000242589	Claudette Walcott Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000242614	Doug Pearson Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000242621	Chris Crnich Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000242848	Virginia Sligting Capitol Hosting	Application Shawn Lowry	Error Agriculture and Food	Microsoft Excel Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.35 6.70
INC000000242907	Vicki Needham Metro D Help Desk	PC/Laptop Dusty Serr	Password Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 0.50
INC000000243462	Kyle Stephens Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000243464	Kyle Stephens Metro D Desktop Support	Network Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000243467	Bracken Davis Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000243468	Therese Aschkenase Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000243472	Virginia Sligting Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000243474	Chris Crnich Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000243475	Pat Nelson Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000243476	Kristopher Watson Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000243478	Linda Lewis Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000244295	Erin S Clelland Metro D North Desktop Support	PC/Laptop Robert Stock	Virus Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.15
INC000000244299	Erin S Clelland Metro D North Desktop Support	PC/Laptop Robert Stock	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.22
INC000000244685	Chris Crnich Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000244691	Clair Allen Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000244695	Claudette Walcott Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000244700	Therese Aschkenase Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000244803	Vicki Needham	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000245732	Kathleen Mathews	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000245735	Cody James	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000245737	Nancy Betzing	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000245742	Terry Menlove	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000245757	Jan Knerr	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000246696	Therese Aschkenase	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000247025	Larry Lewis	None	None	None		TIR Missed:	No	TIR:	0.37
	Application Services	Tony Larsen	Agriculture and Food	Low	Resolved	TTR Missed:	Yes	TTR:	21.57
INC000000247706	Nancy Betzing	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000247714	Seth Winterton	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000247720	Seth Winterton	Network	Incident	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000247727	Larry Lewis	Application	Reporting	Novell GroupWise 32-bit Windo		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000248218	Claudette Walcott	None	None	None		TIR Missed:	Yes	TIR:	2.63
	Capitol Hosting	Conn Peterson	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	2.63
INC000000249011	Jay Schvaneveldt	Application	Password	Novell GroupWise 32-bit Windo		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000249013	Claudette Walcott	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000249018	Don McClellan	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000249020	Jed Christenson	Application	Password	Action Request System		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000249024	Carla Johnson	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000249027	Richard W Clark	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000249030	Linda Lewis	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000249034	Cody James	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000249753	Pat Nelson	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	Yes	TIR:	1.51
	Metro D Desktop Support	Philip Henderson	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	1.51
INC000000250181	Roger Brian	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.48
	Rural South Desktop Support	Lance Nay	Agriculture and Food	Medium	Resolved	TTR Missed:	No	TTR:	0.48
INC000000250766	Don McClellan	PC/Laptop	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000250772	Cody James	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000250778	Therese Aschkenase	PC/Laptop	Performance	Microsoft Windows XP Professic		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000250781	Sharon Simonson	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000250783	Don McClellan	Network	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000252017	Carla Johnson	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000252019	Cody James	Application	Reporting	Canon Digital Camera		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000252020	Jed Christenson	PC/Laptop	Password	Microsoft Windows XP Professic		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000252025	Shelly Jensen	PC/Laptop	Password	Microsoft Windows XP Professic		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000252027	Michelle Jack	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000252028	Roger Brian	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Medium	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000253009	Jed Christenson	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000253028	Trudy Casey	Network	Password	Novell GroupWise 32-bit Window		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000253035	Roger Brian	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000253039	Pat Nelson	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000253041	Jed Christenson	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000253933	Carla Johnson	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000253953	Bracken Davis	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000253957	Mark Quilter	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000253959	Roger Brian	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000254923	Kim Concepcion	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000254925	Bill Hopkin	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000255394	Mitzi Hansen	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.39
INC000000255997	Mark Quilter	Application	Reporting	Symantec AntiVirus		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000256003	Therese Aschkenase	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000256005	Carla Johnson	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000256006	Eldon Ekins	Application	Error	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00